

**Minutes of Board Meeting**  
**October 15, 2014**  
**Cobb County Chamber of Commerce**  
**Atlanta, Georgia**  
**10:00 a.m.**

**Present**

Trummie Patrick, Chairman  
Jeff Wigington  
Carolyn Roddy  
David Connell

**Not Present**

Anthony Heath  
Todd Cowan  
Kelly Gay  
Virginia Galloway

Present via teleconference was Jeff Wigington. Attending the meeting from the Office of the Attorney General was Ms. Angelique McClendon and Ms. Amy Radley. Attending from the Office of Planning and Budget was Ms. Terry Raiford and Ms. Zerlynda Fleming.

**Establish Quorum/Call to Order**

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:05 a.m. He thanked David Connell for hosting the Board of Directors meeting at the Cobb County Chamber of Commerce in Atlanta.

**Approval of Minutes**

Chairman Patrick called for a motion regarding the minutes from the September 10, 2014 Board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining Board members.

**Commissioner's Report**

Commissioner Mikell began by using a PowerPoint presentation throughout the meeting. On September 5, 2014, we had our State Charitable Contribution Program (SCCP) kick-off with a representative from the ALS Foundation as our speaker. Ms. Latoya Doucette, our Human Resource Director, briefed the Board on our SCCP accomplishments thus far. There have been many activities hosted by each division and the field staff to support the SCCP this year. She stated that we have exceeded our goal which was set by Ms. Latoya Wimbush, our SCCP chairperson. Our theme for this year's SCCP is "**I'm All In**".

Brett Young, Assistant Director of Field Operations, gave an update of our online application which went into effect on September 6, 2014. The online service allows customers to complete the application for driver's license and permits or identification cards prior to visiting a CSC. The benefits of the online

application are the reduction in wait-time, increase efficiency in the CSC's and less data entry for team members. As of September 30, 2014, we have had 4,000 customers to complete the application online and 2,000 of those customers have already visited the center.

Commissioner Mikell introduced to the Board Ms. Jenine Ingram, our new Social Media/Marketing Specialist. Her duties will include keeping us current on Facebook and other social media websites. In particular, DDS believes her focus on bringing more customers to our online services will improve customer service and reduce costs.

Commissioner Mikell briefed the Board on the unveiling of our Emergency Mobile Licensing capability at the Georgia National Guard in Savannah on September 9, 2014. There were slides showing the ribbon-cutting ceremony and those who were in attendance. We now have a trailer to respond to emergencies or disasters where our citizens have lost their identity documents and need new ones immediately in order to, for example, withdraw money from the bank in order to purchase necessary items. They may also need an identify document in order to obtain emergency benefits from FEMA and other government assistance programs.

Commissioner Mikell stated that General Butterworth, from the Department of Defense, gave us an opportunity to test the equipment for the benefit of the Airmen and Airwomen of the Guard. This event also brought together the Executive Director of GTA, Mr. Calvin Rhodes, who helped us procure the equipment, a representative from GEMA, a representative from Morpho-Trust, our driver's license vendor, and two representatives from Veterans Services who validated documents there for those who wanted the veteran's indicator on their licenses or IDs. This trailer can also be used in case of an emergency if one of CSC's has to close due to a sudden natural disaster.

Commissioner Mikell announced to the Board the grand opening of the new CSC in Bainbridge, Georgia held on September 11, 2014. The center officially opened on September 3, 2014. The new center was made possible by an agreement between the City of Bainbridge and the State. He added that this new facility would not have been possible without the help and support of Governor Nathan Deal and the General Assembly. State officials who attended the ceremony are Chairman Dean Burke; Chairman Jay Powell, Chairman Ed Rynders and Representative Darlene Taylor.

Georgia Theobald, Program Management Office, briefed the Board on two new phases that DDS has recently implemented for self-service by our customers. Phase 1 is our remote check-in project with Qmatic called the Ticket Kiosks. The kiosks have been placed in 2 of our high volume locations as a pilot. The customers are presented with an intuitive screen that allows them to select the reason for their visit and the kiosk issues them a ticket. A DDS greeter will be stationed at the kiosk to offer assistance and to provide a welcoming experience. Some of the advantages of the ticket kiosk include: a quicker movement of the customers; facilitating a more natural and orderly flow of customer movement; and presenting a modern and professional atmosphere to the customer.

Phase 2 of this project is an online reservation system. The customer will be able to make an appointment for a road test, change an existing appointment, or cancel an existing appointment online.

Board member David Connell stated that DDS is to be commended for the ongoing enhancements they are achieving in order to better serve our customers.

Commissioner Mikell publically thanked Ms. Susan Sports, our Press Information Officer, for her hard work and dedication for spearheading the Ft. Benning and Bainbridge grand openings. Ms. Sports was applauded for her work by the members of the Board as well.

Commissioner Mikell briefed the Board on the 2014 Technology Innovation Showcase. DDS won two awards presented by the Georgia Technology Authority (GTA): Online Driver's License Reinstatement Integration and Modernization and "Skip a Trip". DDS received a letter from Governor Nathan Deal commending our outstanding achievements. The awards were on display for the Board of Directors to view.

Commissioner Mikell informed the Board of the new catering company, 2 Guys and a Grill, that is now serving lunch on the DDS campus. He stated that he values the hard work our team members are doing and that this is just one of many things he is trying to do to give them a better work environment. At headquarters we have approximately 350 employees of which most of them only take a 30 minute lunch break, which is not enough time to go out for food. This catering company provides a variety of hot food at a reasonable cost for our employees who would like to purchase a hot meal without leaving our compass.

Deputy Commissioner Spencer Moore gave an update on our new facilities projects. In Cobb County, we have two new facilities under construction in Marietta and in Kennesaw. The Kennesaw location has been bull-dozed and cleaned off. All underground work is completed and the actual construction of the building has begun. The Marietta location is moving swiftly and is being constructed on the existing parking area of our current site. The construction work for both facilities is scheduled to be completed by May 15, 2015. In Paulding County, we are looking to have a CSC there by July 2015. In Forest Park, we made a few renovations; we opened space of about 1300 square feet in the lobby area which will help us serve our customers more efficiently. The Atlanta CSC is in need of a new location, and we are working with State Property Commission to find a new location.

Commissioner Mikell briefed the Board on the CSC performance. He acknowledged Ms. Cynthia Sneed for her excellent leadership with field staff. For the month of September 2014 we had almost 300,000 transactions. Our average statewide wait-time was 10 minutes and 1 second. This is the lowest average wait-time since May 2009. All 66 CSC's had an average wait-time of less than 30 minutes in September. We are at 90 consecutive days of a statewide average wait-time of less than 30 minutes. In the last 144 days, we have only missed the 30 minute statewide average wait-time once. That day was the 3<sup>rd</sup> busiest day in DDS history and it was a Tuesday after a holiday.

Commissioner Mikell gave a brief update on our call center. We continue to see great performance in the call center. In June, a goal was set to answer 40% of the calls within three minutes; they answered 43% of the calls in three minutes. In July, the goal was set for 50%; they answered 54% of the calls in three minutes. In August, the goal was set for 60%; they answered 69% of the calls within three minutes

and in September, the goal was set for 70%; they answered 79% within three minutes. Their goal for October is to answer 80% of all calls within three minutes.

Michele Jordan, Budget Director, gave an update of our current budget. Office of Planning and Budget (OPB) required all agencies to submit flat budgets for the amended FY 15 budget and for FY 16, and our budget is approximate \$65.9 million. Personal services represent the bulk of our budget, followed by GETS contract which we have with GTA and then driver's license card production through Morpho-Trust. These three items equate to be 78% of our budget. She then provided a ten-year budget comparison from the time the agency was created. In recent years, the agency was asked to reduce its budget due to the economic downturn, resulting in reductions to the operating budget by 24% as compared to the 2008 budget. Last year, the Office of Planning and Budget and the Legislature added funding for the new centers in Ft. Benning and Bainbridge, to relocate the Atlanta CSC, and to fund 53 part-time positions. Those positions originally were funded as a pilot project through a federal grant from the Department of Homeland Security for REAL ID, but all funding was expended in 2013.

In FY 2015, DDS received bond funding for two different initiatives. The first initiative is the new CSC in Paulding County for which \$1.19 million was allocated for design and construction of the building. The property was provided by Paulding County and we anticipate opening in December 2015. The other initiative is to replace 10 agency vehicles. The agency has 133 vehicles in its count, but 20 vehicles currently exceed the surplus mileage threshold of 140,000 miles, nine additional vehicles exceed 130,000 miles and five vehicles have been taken out of service for maintenance issues. Therefore, 25% of the fleet has high mileage or has been taken out of service maintenance issues. We have been granted permission to request bond funding for vehicles in 2016 and hope that this funding will continue in future years to allow the agency to keep its fleet in good condition.

Lastly, Chairman Trummie Patrick announced that Ms. Terry Raiford who has been our analyst from the Office of Planning and Budget has accepted another position and Ms. Zerlynda Fleming will be taking on her role at OPB.

### **Approval of Budget and Bond Request**

Chairman Trummie Patrick asked the Board members if there were any questions regarding the budget as presented. There were no questions.

David Connell motioned to approve the budget and bond request; Carolyn seconded the motion with unanimous approval by the remaining Board members.

### **Rule for Final Approval**

#### **375-1-1-.05      Procedures for Requesting Rule Changes**

David Connell motioned to approve the final rule for approval; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

### **Petitions for Board Waiver**

Quasar Alexander – He is new to Georgia and is seeking a driver's license. He has a valid Texas driver's license. He does not have a birth certificate. He has a copy of his high school transcript, and affidavits from his mother and two sisters. He has a copy of his college entrance document. Ms. Williams stated that the department does not support the approval of the waiver because we do not have sufficient evidence. He has failed to submit a birth certificate or a birth not found letter from Texas. He will need to submit additional information confirming the Texas birth not found.

Jeff Wigington motioned to deny the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Annie Sue Bowman – She is seeking a Georgia ID card. Her prior Georgia ID expired in 2010. She has a copy of her child's birth certificate, a Social Security statement, an expired Georgia ID, a medical bill, a residency document, a request for birth certificate, a request for marriage certificate and a residency bill. She is missing her birth certificate. Ms. Williams stated that the department supports the approval of the waiver.

David Connell motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Patricia Kitchens Daniel – She is seeking a Georgia ID. Her prior Georgia driver's license expired in 2006. She is missing her divorce decree from her first husband. She has a copy of her birth certificate, a marriage certificate, a Medicare card, an amended birth certificate, a public records report, a Social Security statement, a residency bill, and a Social Security card. Ms. Williams stated that the department supports the approval of the waiver.

Carolyn Roddy motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Jumah Travers - He is seeking a Georgia ID. He has a copy of his Jamaican birth certificate. He has a Jamaican passport, his school records, his mother's Certificate of Naturalization, his mother's US passport, a residency bill, a disability Social Security statement, an affidavit-citizenship by his mother, a Social Security card and USCIS Citizenship document. Ms. Williams stated that the department supports the approval of the waiver.

Jeff Wigington motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Jose Ramon Valero - He is seeking a Georgia ID. His Georgia ID expired in 2009. He has an uncertified copy of his Puerto Rican birth certificate. He has a marriage application, a copy of his child's birth certificate, a Social Security statement, a residency bill and a copy of his school records. Ms. Williams stated that the department does not support the approval of the waiver because he does not have

sufficient evidence to demonstrate the validity of his Puerto Rican birth certificate; however, we will continue to work with this applicant to validate his birth certificate.

Jeff Wigington motioned to deny the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

#### **New or Old Business**

The next Board meeting will be held on November 12, 2014.

#### **Adjournment**

There was no further business to discuss; Chairman Patrick called for a motion to adjourn. A motion was made to adjourn; the motion was received a second and was passed with unanimous approval by the remaining Board members.